

## Victim Benefits and Assistance Contacts

Organization	Eligible Victims	Assistance Offered	Contact Info or to apply for assistance
FEMA	Residents or victims and their family members affected by the World Trade Center terrorist attack	Housing Assistance Personal Property and Vehicle and Public Transportation Disaster unemployment Disaster legal services Information and referral	800-462-9029
Office for Victims of Crime	Victims and their family members affected by the terrorist attacks	Inquiries of missing family and friends from WTC; Transportation of assistance for victims not covered by airlines, military or other sources; Information and referral	800-331-0075 (inside US) 414-979-4800 (call collect outside US)
Pentagon Family Assistance Center	Pentagon victims and their family members only	Information and referral	800-487-3450 703-920-7212
Public Safety Officers Benefits Program	Families of federal, state, and local public safety officers (police, fire, EMS) killed or injured in line of duty	Financial and emotional assistance	888-744-6513 NY Firefighters 718-999-2541 NY Police Officers 212-741-4626
New York Crime Victims Compensation Board	Victims and their family members of the WTC attack	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	800-247-8035  Victims may apply for assistance on the web site: <a href="http://www.cvb.state.ny.us">www.cvb.state.ny.us</a>
Safe Horizons	General Public in NY and surrounding areas affected by WTC attack	Crisis intervention, advocacy, and information referral	800-621-4673
Virginia Compensation Commission	Victims and their family members of the Pentagon attack	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	800-552-4007 877-372-0127 (in-state only) 804-378-3434
Pennsylvania Victim Compensation Division	Victims and their family members of the Pennsylvania attack	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	800-692-7292 (in-state only) 717-783-5135  Victims may apply on the web site: <a href="http://www.pccd.state.pa.us">www.pccd.state.pa.us</a>
California Victim Compensation and Government Claims Board	California residents who were victims, and their family members, of any of the attacks.	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	800-777-9229 800-735-2929 (TDD/TDY line)
American Red Cross	Victims and their family members of all three attacks	Information and referrals, counseling, temporary shelter, feeding, transportation for family members	877-REDCROSS Greater NY Chapter <a href="http://www.RedCross.Org">www.RedCross.Org</a>
U.S. Department of Labor (Disaster Unemployment Assistance)	Individuals or their family members who lost their job or source of income as a result of the terrorist attacks.	Provide financial assistance to individuals not covered by Unemployment Insurance who are left jobless in the wake of the terrorist attacks.	888-209-8124 (New York & Surrounding Areas Only)

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Department of State / Consular Affairs Bureau	Overseas families of U.S. citizens killed or injured.	Information and referrals	202-647-2798
American Airlines	Families of American Airlines passengers	Airline assistance centers will answer family member questions, arrange transportation, and lodging, counseling	800-245-0999
United Airlines	Families of United Airline passengers	Airline assistance centers will answer family member questions, arrange transportation, and lodging, counseling	800-932-8555
Wireless Emergency Response Team	Family and friends of Victims	Members of the public who have cell phones or pagers and may have received contact by a potential survivor	877-348-8579
American Red Cross	General Public	Donations	800-HELPNOW
New York Central Donations Coordination Hotline	General Public	Accepts information on donated goods, services for the NY disaster relief effort	800-801-8092
Pennsylvania Crisis Counseling Hotline	General Public in the State of Pennsylvania	Provides counseling assistance to Pennsylvania residents	866-202-1132
New York Office of Crisis Intervention Services	General Public in the State of New York	Provides counseling services to New York residents	800-LIFENET 877-AYUDESE (Spanish Only)
New Jersey Division of Mental Health	General Public in the State of New Jersey	Provides counseling to New Jersey residents	800-382-6717
New Jersey Governor's Office	General Public in the State of New Jersey	Provides counseling to New Jersey residents	866-652-7474
Connecticut Department of Mental Health	General Public in the State of Connecticut	Provides counseling to Connecticut residents	800-446-7348
Virginia Terrorism Victims Helpline	California residents who were victims, and their family members, of any of the attacks.	Provides information & referrals for victims Coordinates volunteers, & donations	866-827-3543
American Bar Association Young Lawyers Division	Victims & their families of all three attacks	Provides free legal services for low-income individuals who, prior to or because of the disaster, are unable to secure adequate legal services.	866-606-0626

*This document is subject to future updates*